

WHAT IS CLAIMED IS:

CLAIMS:

1. A computerized method for graphically identifying replacement parts for selected equipment and a selected system thereof, said method comprising:

5 providing a database comprising detailed parts data about the replacement parts for each assembly of the selected equipment, with the detailed data identifying each part in a selected assembly by providing a series of linked schematic representations of the selected assembly and any subassemblies thereof and respective parts;

10 providing a respective identifier for uniquely identifying the selected equipment;

providing an input/output device for communicating with the database;

accessing the database to interface with the detailed parts data; and

15 retrieving from the database detailed data about the selected equipment using the respective identifier for the equipment, wherein service personnel graphically progresses from the selected assembly to any relevant subassembly and replacement parts by following any appropriate links.

20 2. The method of claim 1 wherein the input/output device communicates with the database via wireless communications.

3. The method of claim 1 wherein the input/output device communicates with the database while at a remote service site for the equipment.

25 4. The method of claim 1 wherein the detailed parts data for the selected equipment is downloaded to the input/output device.

5. The method of claim 1 wherein the input/output device interfaces with the detailed parts data while the detailed parts data is resident in the database.

6. The method of claim 1 wherein the detailed parts data includes graphical reproductions of the selected equipment with each reproduction being arranged into selectable segments and each segment being expandable for identifying replaceable parts therein.

5 7. The method of claim 1 wherein the detailed parts data includes a searchable parts field.

8. The method of claim 7 wherein the searchable parts field is selected from the group comprising part name, part number and part description.

10 9. The method of claim 7 wherein the parts field is searchable based on visual representations of the part.

10. The method of claim 1 wherein the detailed parts data includes a list of substitute parts for each assembly.

15 11. The method of claim 6 wherein the graphical reproductions are configured to display part names, part numbers, and part descriptions for each selected segment of the reproduction.

20 12. The method of claim 1 wherein each schematic representation is expandable by selecting any section thereof using a computer-readable pointer.

13. The method of claim 10 wherein the database includes reliability and performance data for parts and substitutes therefor.

25 14. The method of claim 1 wherein the component identity includes manufacturer and user part numbers.

15. The method of claim 1 wherein said input/output device comprises a Web-enabled input/output device.

16. The method of claim 1 wherein said database is configured to gather ordering information regarding parts needed to service the selected equipment.

17. The method of claim 16 wherein the ordering information includes an on-line shopping basket for accumulating multiple parts to be ordered.

18. The method of claim 17 wherein the database is configured to provide cost data for each part, including shipping costs.

19. A computerized method for graphically identifying replacement parts for selected equipment and any selected system thereof, said method comprising:

providing a database comprising detailed parts data about the replacement parts for each assembly, with the detailed data identifying each part in a selected assembly, schematic representations of the selected assembly and its subassemblies and respective parts, wherein the detailed parts data includes graphical reproductions of the selected equipment with each reproduction being arranged into selectable segments and each segment being expandable from a top-level representation to a detailed-level representation for any selected assembly for identifying replaceable parts thereof; and

remotely retrieving from the database detailed parts data about a selected assembly using a level of representation sufficiently detailed to enable service personnel to perform a desired service of the selected assembly.

20. A system for graphically identifying replacement parts for selected equipment and a selected system thereof, said system comprising:

5        a database comprising detailed parts data about the replacement parts for each assembly of the selected equipment, with the detailed data identifying each part in a selected assembly by providing a series of linked schematic representations of the selected assembly and any subassemblies thereof and respective parts, said database responsive to a respective identifier for uniquely identifying the selected equipment;

an input/output device for communicating with the database; and

10      a data management module configured to access the database to interface with the detailed parts data, said module further configured to retrieve from the database detailed data about the selected equipment using the respective identifier for the equipment, wherein service personnel graphically progresses from the selected assembly to any relevant subassembly and replacement parts by following any appropriate links.

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